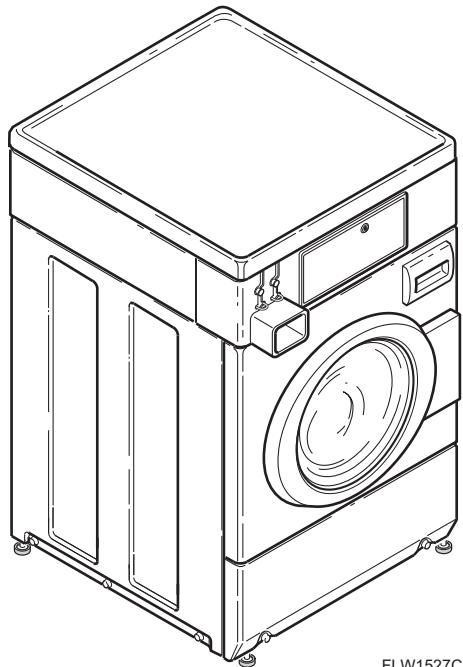


# Frontload Washers

Metered Commercial

— Installation/Operation —



FLW1527C

## Keep These Instructions for Future Reference.

(If this machine changes ownership, this manual must accompany machine.)



[www.comlaundry.com](http://www.comlaundry.com)

Part No. 803447R1  
January 2010





## WARNING

**Failure to install, maintain, and/or operate this machine according to the manufacturer's instructions may result in conditions which can produce bodily injury and/or property damage.**

W030

**NOTE: The WARNING and IMPORTANT instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution, and carefulness are factors which cannot be built into these washers. These factors MUST BE supplied by the person(s) installing, maintaining, or operating the washer.**

Always contact the distributor, service agent, or the manufacturer about any problems or conditions you do not understand.

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# Safety Information

## Explanation of Safety Messages

Throughout this manual and on machine decals, you will find precautionary statements ("DANGER," "WARNING," and "CAUTION") followed by specific instructions. These precautions are intended for the personal safety of the operator, user, servicer, and those maintaining the machine.



### DANGER

**Indicates an imminently hazardous situation that, if not avoided, will cause severe personal injury or death.**



### WARNING

**Indicates a hazardous situation that, if not avoided, could cause severe personal injury or death.**



### CAUTION

**Indicates a hazardous situation that, if not avoided, may cause minor or moderate personal injury or property damage.**

Additional precautionary statements ("IMPORTANT" and "NOTE") are followed by specific instructions.

**IMPORTANT:** The word "IMPORTANT" is used to inform the reader of specific procedures where minor machine damage will occur if the procedure is not followed.

**NOTE:** The word "NOTE" is used to communicate installation, operation, maintenance or servicing information that is important but not hazard related.

## Important Safety Instructions

(Save These Instructions)



### WARNING

**To reduce the risk of fire, electric shock, serious injury or death to persons when using your washer, follow these basic precautions:**

W023

1. Read all instructions before using the washer.
2. Refer to the EARTHING INSTRUCTIONS in the INSTALLATION manual for the proper earthing of the washer.
3. Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances as they give off vapors that could ignite or explode.
4. Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
5. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using a washing machine or combination washer-dryer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. The gas is flammable, do not smoke or use an open flame during this time.
6. Do not allow children to play on or in the washer. This appliance is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they do not play with the appliance.
7. Before the washer is removed from service or discarded, remove the door to the washing compartment.
8. Do not reach into the washer if the wash drum is moving.
9. Do not install or store the washer where it will be exposed to water and/or weather.
10. Do not tamper with the controls.

## Safety Information

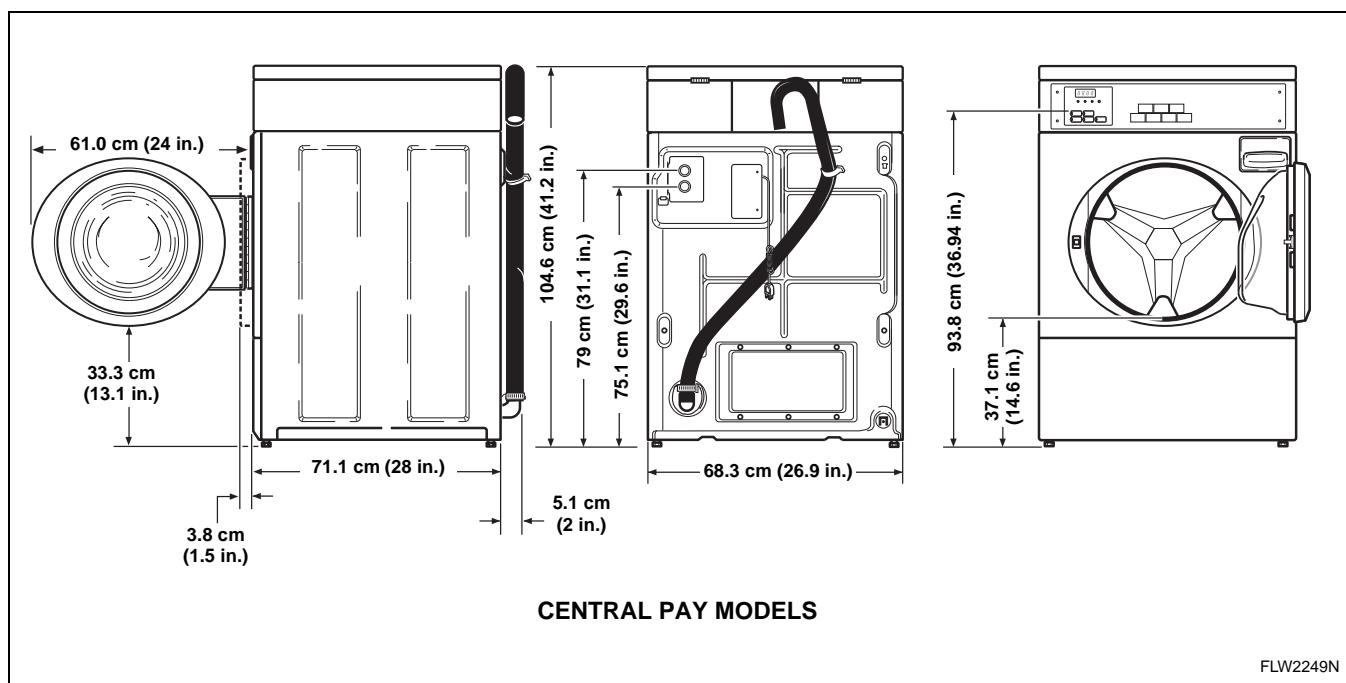
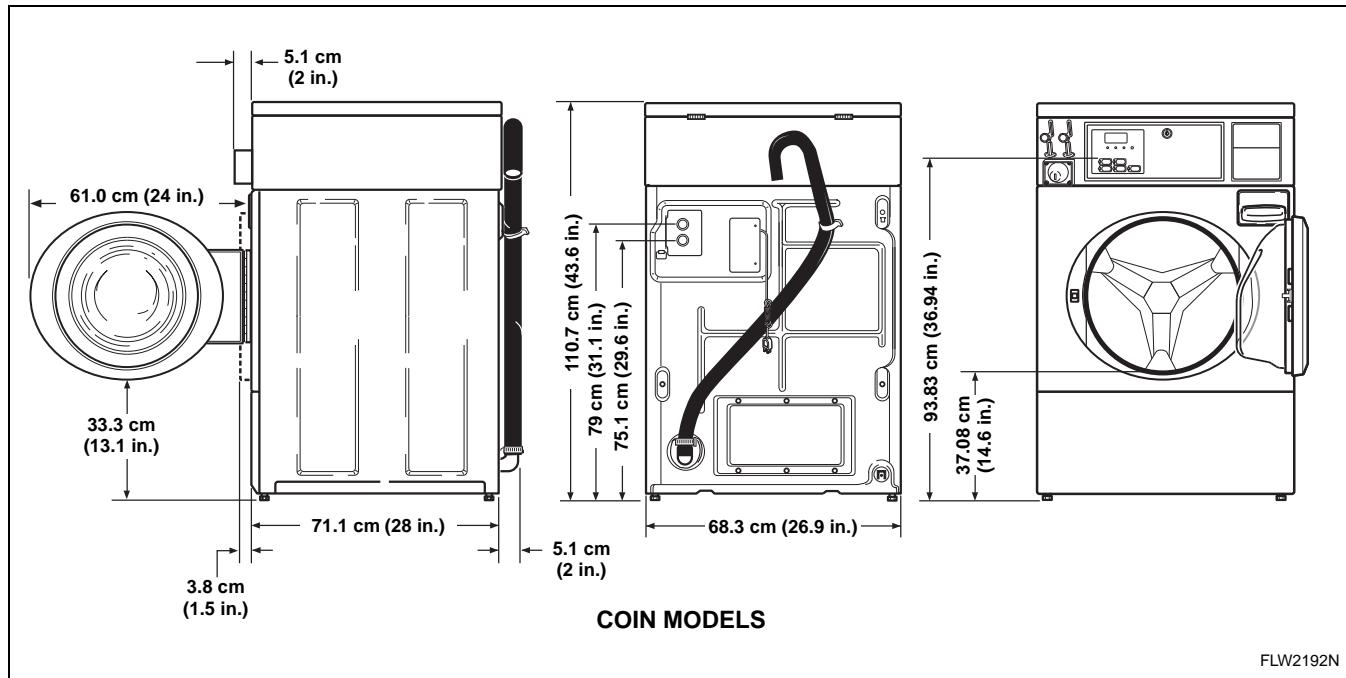
11. Do not repair or replace any part of the washer, or attempt any servicing unless specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand and have the skills to carry out.
12. To reduce the risk of an electric shock or fire, DO NOT use an extension cord or an adapter to connect the washer to the electrical power source.
13. Use your washer only for its intended purpose, washing clothes.
14. ALWAYS disconnect the washer from electrical supply before attempting any service. Disconnect the power cord by grasping the plug, not the cord.
15. Install the washer according to the **INSTALLATION INSTRUCTIONS**. All connections for water, drain, electrical power and earthing must comply with local codes and be made by licensed personnel when required. Do not do it yourself unless you know how!
16. To reduce the risk of fire, clothes which have traces of any flammable substances such as vegetable oil, cooking oil, machine oil, flammable chemicals, thinner, etc. or anything containing wax or chemicals such as in mops and cleaning cloths, must not be put into the washer. These flammable substances may cause the fabric to catch on fire by itself.
17. Do not use fabric softeners or products to eliminate static unless recommended by the manufacturer of the fabric softener or product.
18. Keep your washer in good condition. Bumping or dropping the washer can damage safety features. If this occurs, have your washer checked by a qualified service person.
19. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
20. Be sure water connections have a shut-off valve and that fill hose connections are tight. CLOSE the shut-off valves at the end of each wash day.
21. Loading door MUST BE CLOSED any time the washer is to fill, tumble or spin. DO NOT bypass the loading door switch by permitting the washer to operate with the loading door open.
22. Always read and follow manufacturer's instructions on packages of laundry and cleaning aids. Heed all warnings or precautions. To reduce the risk of poisoning or chemical burns, keep them out of the reach of children at all times (preferably in a locked cabinet).
23. Always follow the fabric care instructions supplied by the garment manufacturer.
24. Never operate the washer with any guards and/or panels removed.
25. DO NOT operate the washer with missing or broken parts.
26. DO NOT bypass any safety devices.
27. Failure to install, maintain, and/or operate this washer according to the manufacturer's instructions may result in conditions which can produce bodily injury and/or property damage.

**NOTE: The WARNING and IMPORTANT SAFETY INSTRUCTIONS appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution and care must be exercised when installing, maintaining, or operating the washer.**

Always contact your dealer, distributor, service agent or the manufacturer about any problems or conditions you do not understand.

# Installation

## Dimensions and Specifications



## Installation

### Before You Start

#### Tools

For most installations, the basic tools you will need are:

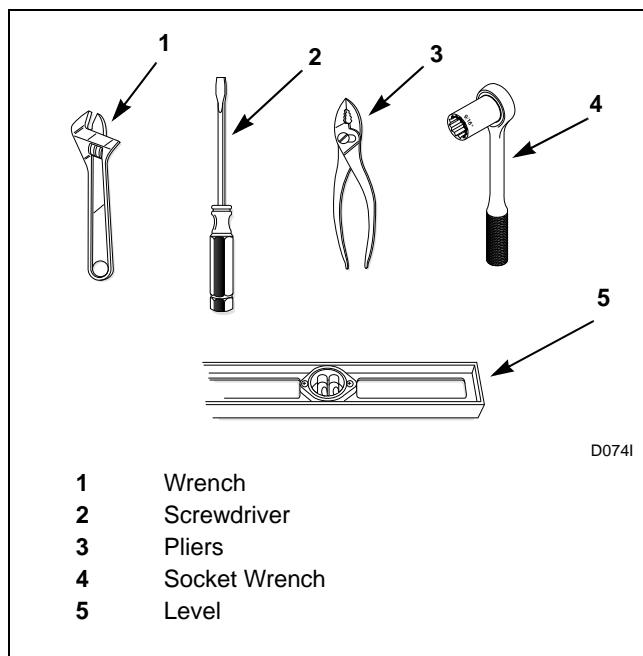


Figure 1

**NOTE: A 20.32 cm (8 in.) coin drawer is required for coin operated models.**

**NOTE: If the washer is delivered on a cold day (below freezing), or is stored in an unheated room or area during the cold months, do not attempt to operate it until the washer has had a chance to warm up.**

**NOTE: Install dryer before washer. This allows room for attaching exhaust duct.**

**NOTE: Some moisture in the wash drum is normal. Water is used during testing at the manufacturer.**

### Central Pay Models

The machine is shipped from the factory with the Electronic Control Diagnostic Harness Assembly unplugged. To avoid unauthorized manual programming or vending perform the following steps.

1. Open service door. Refer to *Figure 2*.
2. Locate diagnostic harness on electronic control.
3. Plug connectors for “white/black” wire and “red/blue” wire together.

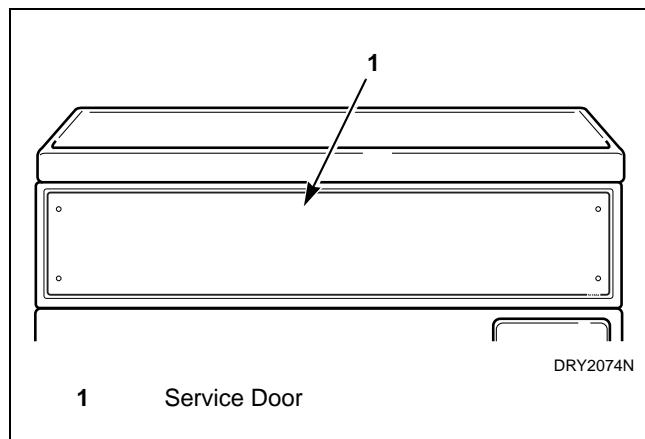


Figure 2

## Installing the Washer

### Step 1: Position Washer Near Installation Area

Move washer so that it is within 1.2 meters (4 feet) of the desired area of installation.

**NOTE: For best performance and to minimize vibration or movement, install washer on a solid, sturdy and level floor. Some floors may need to be reinforced, especially on a second floor or over a basement. Do not install the washer on carpeting, soft tile, a platform or other weakly supported structures.**

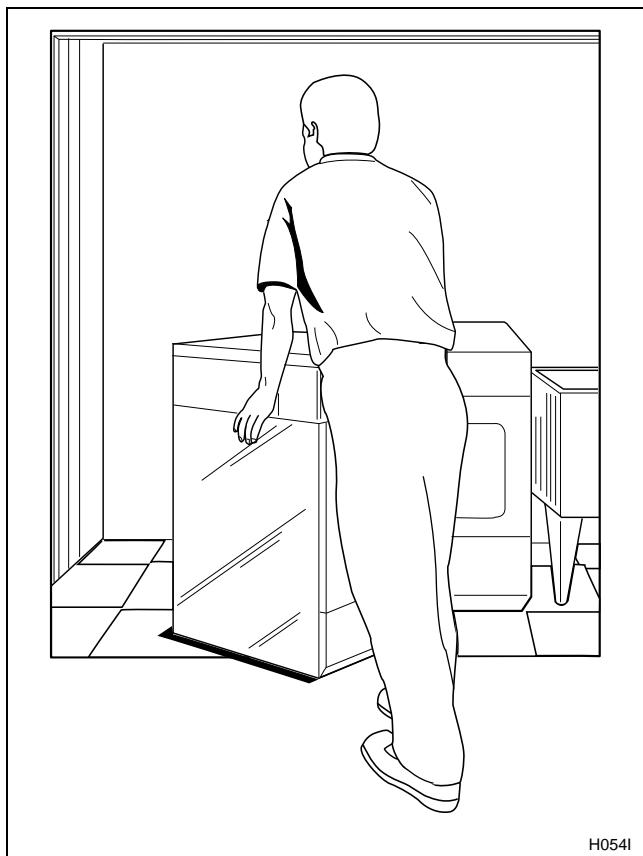


Figure 3

### Step 2: Connect Fill Hoses



#### WARNING

**Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period and before using the washer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. The gas is flammable. Do not smoke or use an open flame during this time.**

W029

#### Water Supply

Water supply faucets must fit standard 19.1 mm (3/4 inch) female garden hose couplings. DO NOT USE SLIP-ON OR CLAMP-ON CONNECTIONS.

Water supply faucets should be readily accessible to permit turning them off when washer is not being used.

Recommended cold water temperature is 16° to 27° Celsius (60° to 80° Fahrenheit). Recommended maximum hot water temperature is 51° Celsius (125° Fahrenheit). Warm water is a mixture of hot and cold water. Warm water temperature is dependent upon water temperature and pressure of both the hot and cold water supply lines.



#### WARNING

**To prevent personal injury, avoid contact with inlet water temperatures higher than 51° Celsius (125° Fahrenheit) and hot surfaces.**

W750

Water pressure must be a minimum of 138 to a maximum of 827 kPa (20 to 120 psi) static pressure measured at the faucet.

**NOTE: Water pressure under 138 kPa (20 psi) will cause an extended fill time in the washer and may not properly flush out the detergent dispenser.**

The appliance is to be connected to the water mains using new hose-sets and old hose-sets should not be reused.

## Installation

Turn on the water supply faucets and flush the lines for approximately two minutes to remove any foreign materials that could clog the screens in the water mixing valve.

**NOTE: When installing in newly constructed or renovated building, it is very important to flush the lines since build-up may have occurred during construction.**

### Connecting Hoses

Insert each filter screen into the end of each fill hose that will connect to the water supply faucet. The screen must be facing outward. Refer to *Figure 4*.

Insert each plain rubber washer into the other end of each fill hose that will connect to the water mixing valve at the rear of the washer. Refer to *Figure 4*.

For hoses with metric couplings, connect black hose coupling to water supply faucet. Connect brass hose coupling to water mixing valve connection at rear of washer.

Thread hose couplings onto valve connections finger-tight, then approximately 1/4 turn with pliers.

**IMPORTANT: DO NOT cross thread or overtighten couplings.**

Turn water on and check for leaks. If leaks are found, retighten the hose couplings. Continue tightening and rechecking until no leaks are found.

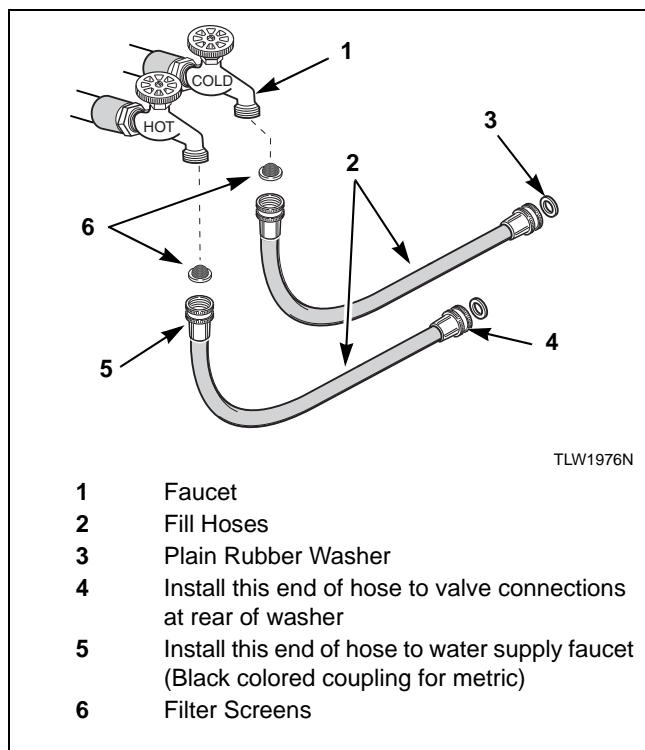


Figure 4

**IMPORTANT: Hoses and other natural rubber parts deteriorate after extended use. Hoses may develop cracks, blisters or material wear from the temperature and constant high pressure they are subjected to.**

All hoses should be checked on a monthly basis for any visible signs of deterioration. Any hose showing the signs of deterioration listed above should be replaced immediately. All hoses should be replaced every five years.

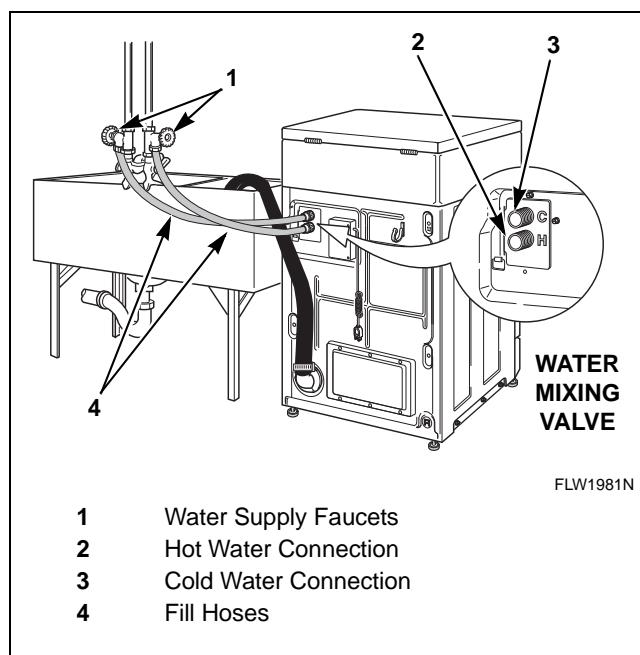


Figure 5

**IMPORTANT: Turn off water supply faucets after check-out and demonstration. Owner should turn off water supply whenever there will be an extended period of non-use.**

**NOTE: Longer fill hoses are available (as optional equipment at extra cost) if the hoses supplied with the washer are not long enough for the installation. Order hoses as follows:**

- No. 37380 Fill Hose 2.44 m (8 feet - 1 standard, 1 metric hose coupling)
- No. 37381 Fill Hose 3.05 m (10 feet - 1 standard, 1 metric hose coupling)
- No. 20617 Fill Hose 2.44 m (8 feet - 2 standard hose couplings)
- No. 20618 Fill Hose 3.05 m (10 feet - 2 standard hose couplings)

## Risers

Risers (or air cushions) may have to be installed if the pipes knock or pound when flow of water stops. The risers are more efficient when installed as close as possible to the water supply faucets (refer to *Figure 6*).

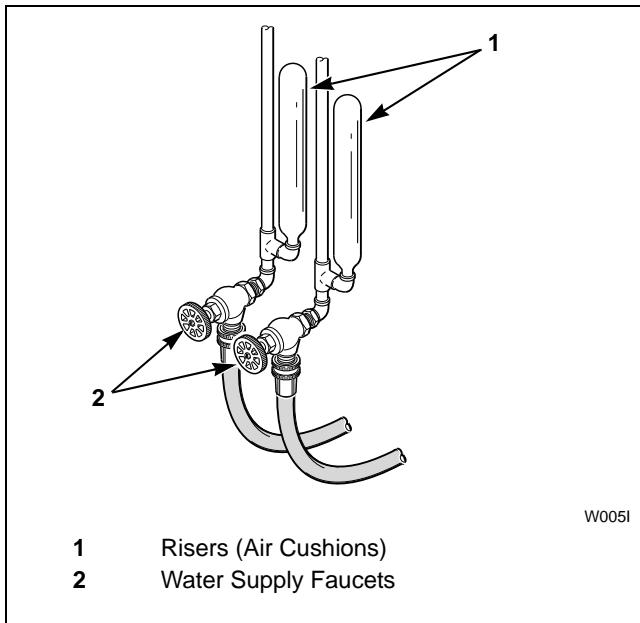


Figure 6

## Step 3: Connect Drain Hose to Drain Receptacle

Remove the drain hose from its shipping position on the rear of the washer by removing the shipping tape.

**IMPORTANT: Drain receptacle must be capable of handling a minimum of 3.5 cm (1-3/8 inch) outside diameter drain hose.**

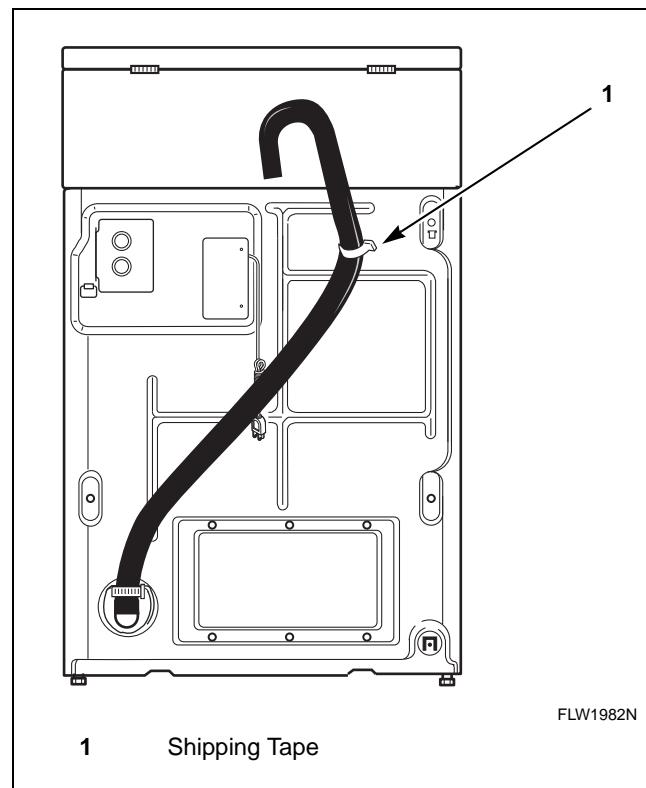


Figure 7

## Standpipe Installation

Place the drain hose into the standpipe.

Remove the beaded tie-down strap from accessories bag and place around standpipe and drain hose and tighten strap to hold hose to standpipe. Refer to *Figure 8*. This will prevent the drain hose from dislodging from drain receptacle during use.

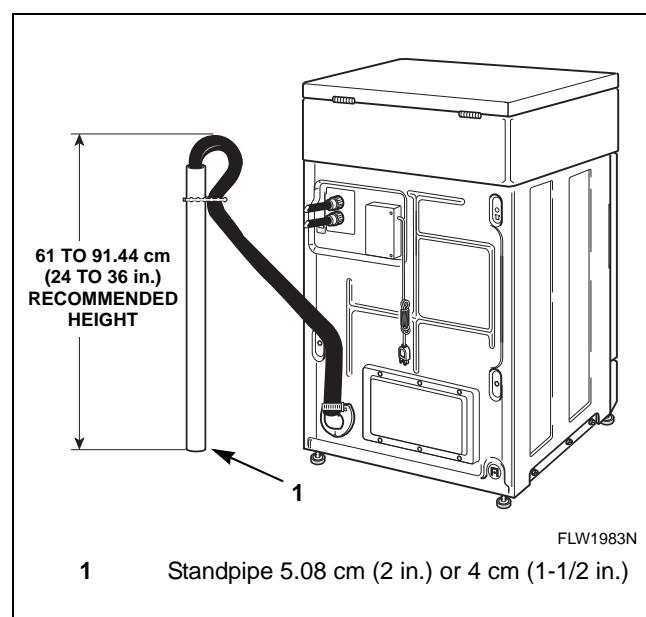
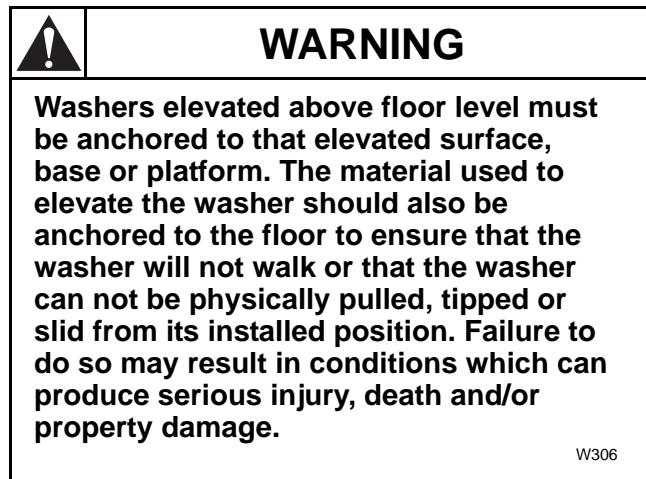


Figure 8

## Installation

### Step 4: Position and Level the Washer



Position washer so it has sufficient clearance for installation and servicing.

**NOTE: Use of the dispenser drawer or washer door as a handle in the transportation of the washer may cause damage to the dispenser or door.**

Place washer in position on a solid, sturdy and level floor. Installing the washer on any type of carpeting, soft tile, a platform or other weakly supported structures is not recommended.

Place a level on the cabinet top and check if the washer is level from side to side and front to back.

**NOTE: Level must rest on raised portion of top panel. Refer to Figure 9.**

If washer is not level, tilt washer to access the front and rear leveling legs. For easier access to leveling legs, prop up washer with a wooden block. Refer to *Figure 9*. Loosen locknut and adjust legs until the washer is level from side to side and front to back (using a level). Washer should not rock.

**Tighten the locknuts securely against the washer base.** If the locknuts are not tight, washer will move out of position during operation.

**NOTE: DO NOT slide washer across floor if the leveling legs have been extended, as legs and base could become damaged.**

Remove rubber feet from accessories bag and place on all four leveling legs.

Verify that unit doesn't rock.

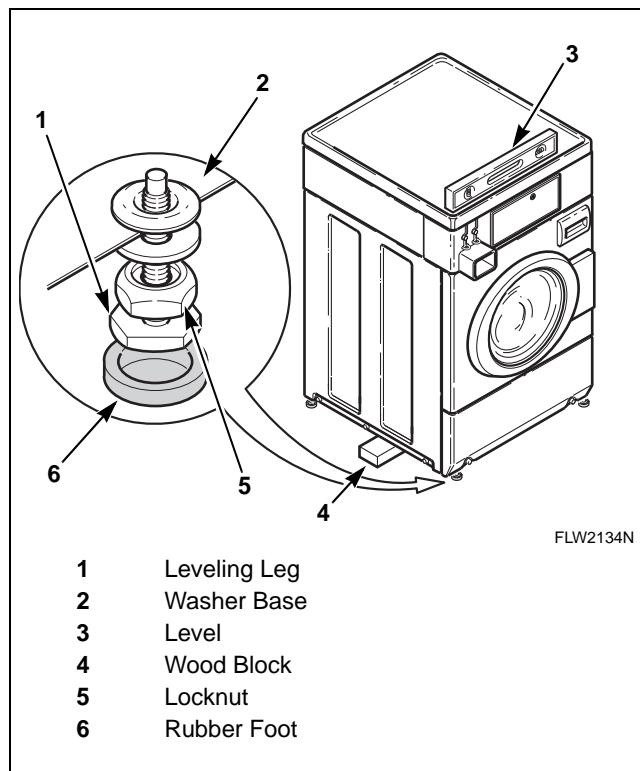


Figure 9

## Step 5: Remove the Shock Sleeves and Shipping Brace

Remove front access panel by removing the two screws at the bottom of the panel.

Remove the five bolts and lockwashers from shipping brace with a wrench and remove brace. Refer to *Figure 10*. Four bolts are located on the washer base and one is holding the brace to the weight. Remove all four shock sleeves by pulling on the yellow rope. Remove label from front side of front access panel and place on backside of front access panel for future reference.

**NOTE: The shipping brace, bolts, washers and shock sleeves should be saved and MUST be reinstalled whenever the washer is moved more than 1.22 m (4 feet). Refer to *User-Maintenance* section for instructions. Do not lift or transport washer from front or without shipping materials installed.**

Store the shipping materials in the bag provided in the accessories bag. Save materials for use whenever the washer is moved.

Reinstall front access panel.

**IMPORTANT: DO NOT tip washer more than 152.4 mm (6 inches) in any direction after shipping brace has been removed. Shock absorbers may separate and damage to washer may result. For leveling purposes, the washer may be tilted a maximum of 152.4 mm (6 inches) in any direction.**

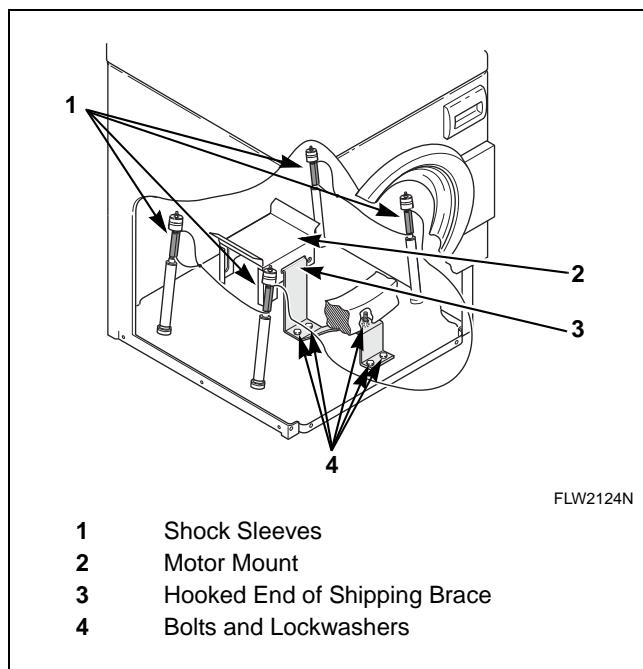


Figure 10

## Step 6: Wipe Out Inside of Wash Drum

Before using washer for the first time, use an all-purpose cleaner, or a detergent and water solution, and a damp cloth to remove shipping dust from inside wash drum.

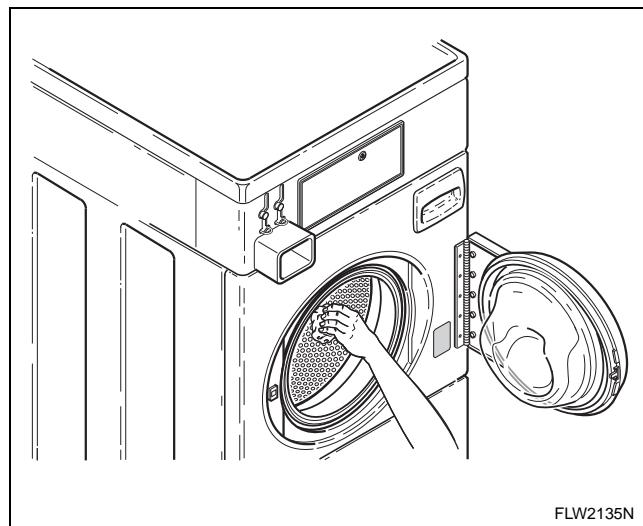


Figure 11

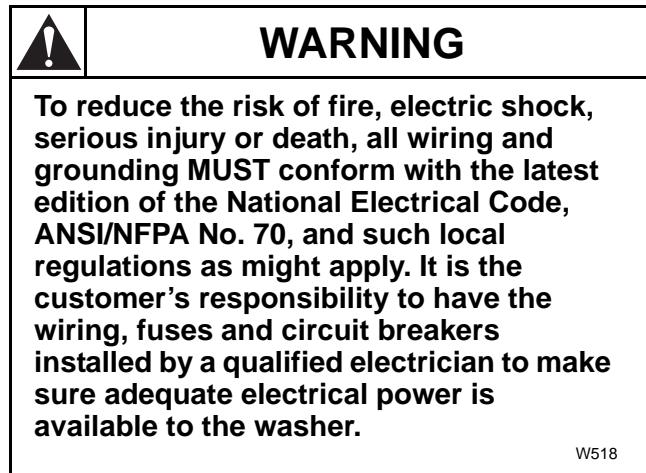
## Installation

### Step 7: Connect the Washer to Electrical Power

#### Electrical Requirements

NOTE: The wiring diagram is located in the control cabinet.

NOTE: Refer to the washer nameplate on the rear cabinet panel for proper voltage and Hertz the washer is designed to operate on.



When plugging in the washer:

- DO NOT overload circuits.
- DO NOT use an extension cord.
- DO NOT use an adapter.
- DO NOT operate other appliances on the same circuit.

#### 120 Volt, 60 Hertz with 3-Prong Earthing Plug

The washer is designed to be operated on a separate branch, polarized, three-wire, effectively earthed, 120 Volt, 60 Hertz, AC (alternating current) circuit protected by a **15 ampere fuse**, equivalent fusetron or circuit breaker.

The three-prong earthing plug on the power cord should be plugged directly into a polarized three-slot effectively earthed receptacle rated 110/120 Volts AC (alternating current) 15 Amps. Refer to *Figure 12* to determine correct polarity of the wall receptacle.

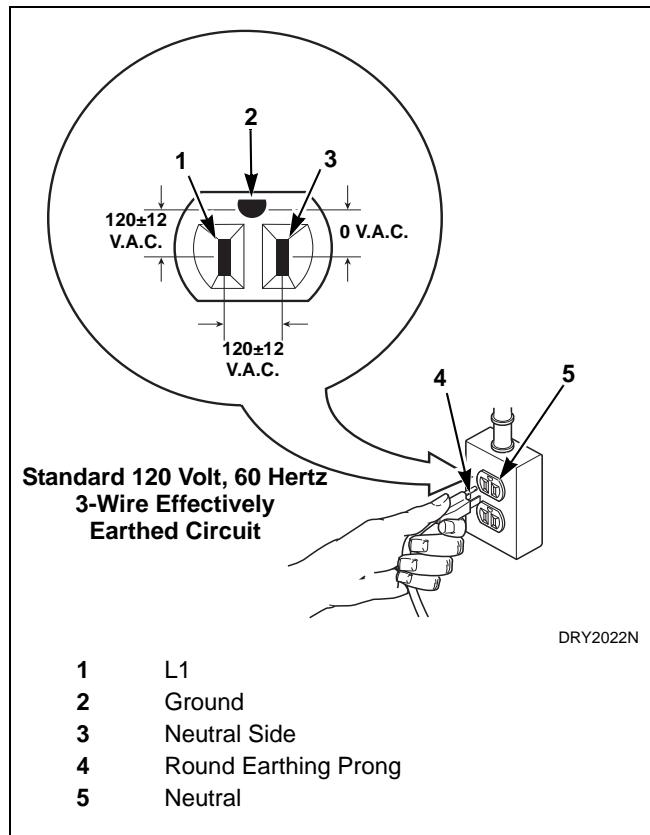
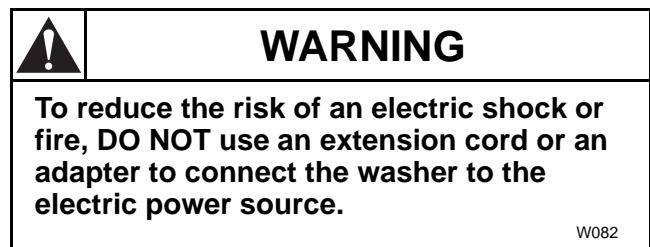
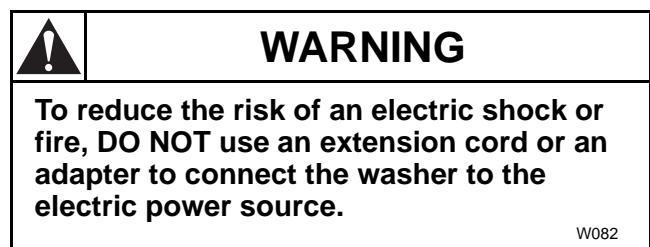


Figure 12



#### 240 Volt, 50 Hertz without plug

The washer is designed to be operated on a separate branch, polarized, three-wire, effectively earthed, 240 Volt, 50 Hertz, AC (alternating current) circuit protected by a 15 ampere fuse, equivalent fusetron or circuit breaker.



**240 Volt, 50 Hertz with 3-Prong Earthing Plug**

The washer is designed to be operated on a separate branch, polarized, three-wire, effectively earthed, 240 Volt, 50 Hertz, AC (alternating current) circuit protected by a **15 ampere fuse**, equivalent fuselot or circuit breaker.

The 3-prong earthing plug on the power cord should be plugged directly into a polarized three-slot effectively earthed receptacle rated 240 Volts AC (alternating current) 15 Amps. Refer to *Figure 13* to determine correct polarity of the wall receptacle.

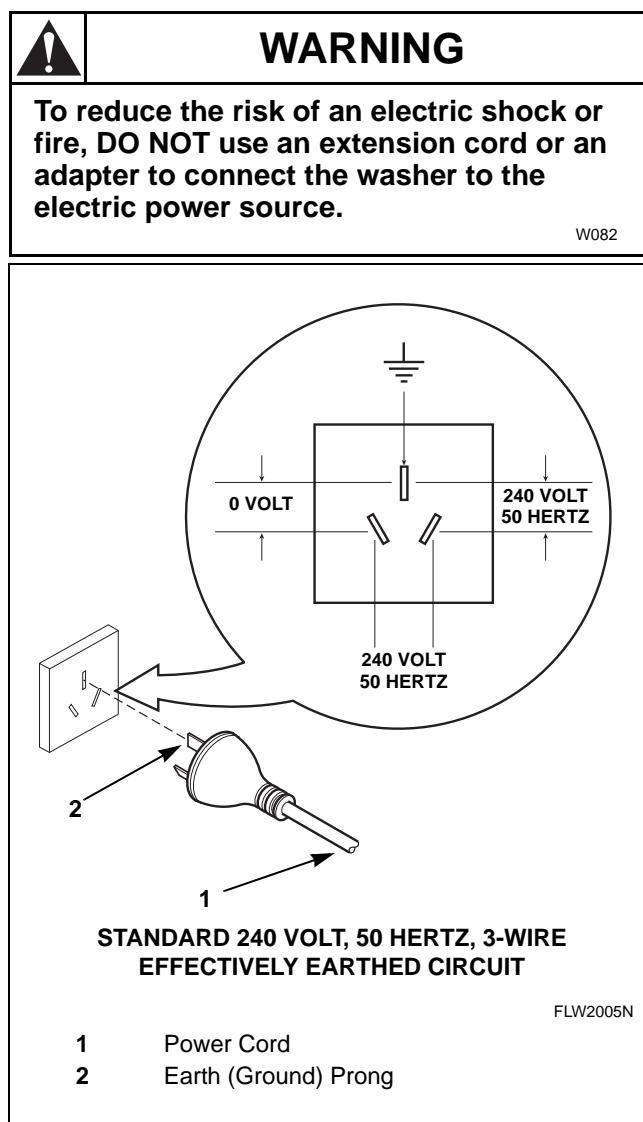


Figure 13

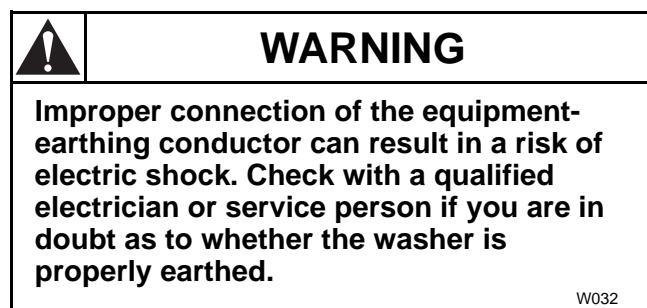
**220 Volt, 60 Hertz without Plug**

The washer is designed to be operated on a separate branch, polarized, three-wire effectively earthed, 220 Volt, 60 Hertz, AC (alternating current) circuit protected by a **15 ampere fuse**, equivalent fuselot or circuit breaker.

*Earthing Instructions*

The washer must be earthed. In the event of malfunction or breakdown, earthing will reduce the risk of electric shock by providing a path of least resistance for electric current.

The washer is equipped with a cord having an equipment-earthing conductor. Some models are also equipped with a three-prong earthing plug. The washer must be plugged into an appropriate power source that is properly installed and earthed in accordance with all local codes and ordinances.



## Installation

### Connecting to Central Pay System

**IMPORTANT:** Any central pay device and related installation wiring that is connected to the washer must maintain the Electromagnetic Compatibility (EMC) of the washer in order to comply with the appropriate national EMC regulatory requirements. The central pay device and related wiring, as a minimum, must meet the emission requirements of EN55014-1 and the immunity requirements of EN55014-2.

### Start Pulse Input Wiring Connections

Use 511478 Remote Vend Wire Harness, supplied in accessories bag, to connect input to control (pin 1 – black; pin 2 – red).

The start pulse is an open collector input to the control. The start pulse input is active when the input of the H11L1 optocoupler is energized. The start pulse is considered valid if it is at least 15 msec. in length with a maximum length of 1 sec. The minimum time between start pulses is 25 msec. The minimum active input current for a start pulse is 3 mA and the maximum active input current is 30 mA. Refer to wiring diagram for connections to control.

### Available Output Wiring Connections

Use 511478 Remote Vend Wire Harness, supplied in accessories bag, to connect output to control (pin 3 – white/red; pin 4 – orange/black).

The available output is opto-isolated with an open collector device (4N25) that provides a signal to an external vending device such as a central pay system. When active it indicates that the washer is not currently in use and is available to use. The available output is limited to 5 mA maximum at 28 VDC maximum. Refer to wiring diagram for connections to control.

**NOTE: Wiring to the central pay system should exit machine through hole in rear of control cabinet. Refer to *Figure 14*.**

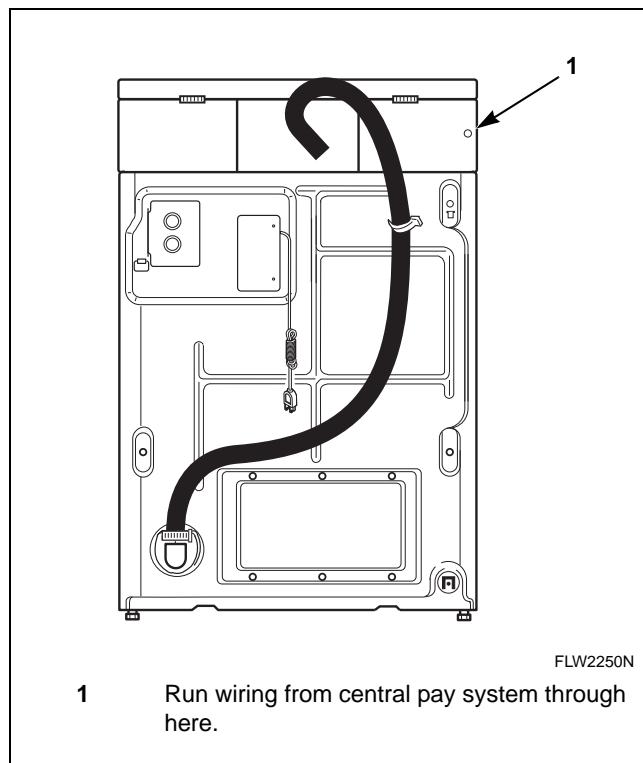


Figure 14

### Step 8: Check Installation

Refer to **Installer Checklist** on the back cover of this manual and make sure that washer is installed correctly.

Run washer through one complete cycle to make sure it is operating properly.

# Operation

## Operation Instructions

**IMPORTANT:** Prior to first wash, use an all-purpose cleaner, or a detergent and water solution, and a damp cloth to remove shipping dust from inside of washtub.

**IMPORTANT:** Remove all sharp objects from laundry to avoid tears and rips to items during normal machine operation.

### Step 1: Load Laundry

Load items loosely into wash drum (8.1 Kg maximum dry clothes load).

**NOTE:** Small items such as baby socks may get caught around the door. Place these articles inside a mesh garment bag.

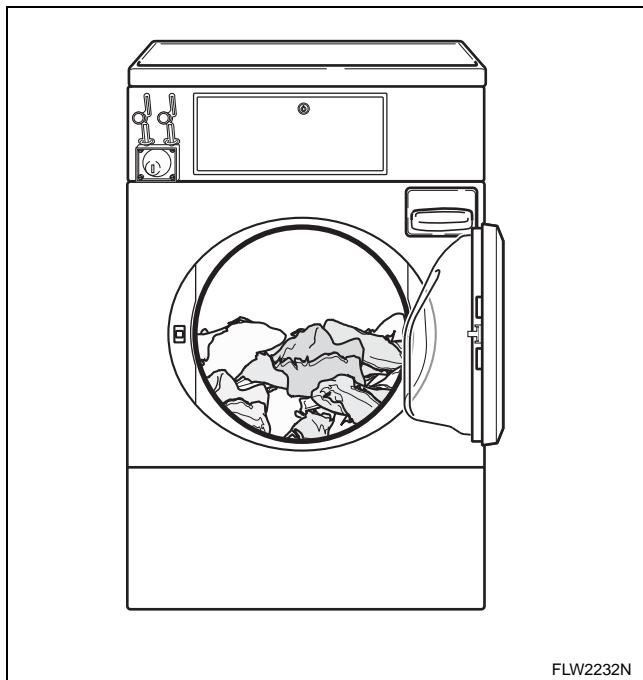


Figure 15

When washing bulky items such as blankets and comforters, use the DELICATES cycle. The cycle includes agitation and final spin speeds that maintain the load's balance and minimize wear to the articles.

### Step 2: Close Loading Door

Close loading door tightly. The washer will not operate with the loading door open.

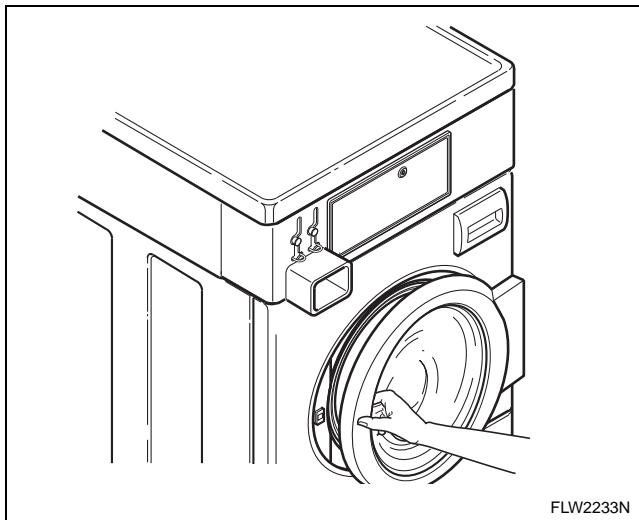


Figure 16

## Operation

### Step 3: Add Laundry Supplies

Open dispenser drawer. Measure and add low sudsing, high efficiency (HE) detergent (1), bleach (2) and fabric softener (3) to the dispenser drawer (refer to *Figure 17*). Close dispenser drawer.

**IMPORTANT:** If using non-HE detergent, avoid oversudsing by using 1/2 of the detergent manufacturer's recommended amount.

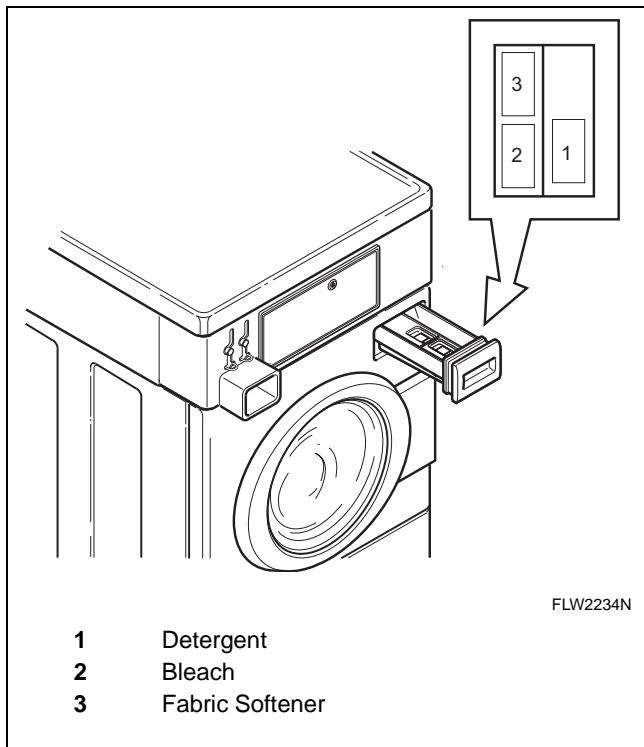


Figure 17



### Step 4: Set Fabric Selector/Wash Temperature

Push touchpad for **HEAVY**, **NORMAL**, **PERM PRESS** or **DELICATES** cycle. Light indicates selection.

**NOTE:** Changes can be made to Fabric Selector setting up until the first fill is complete.

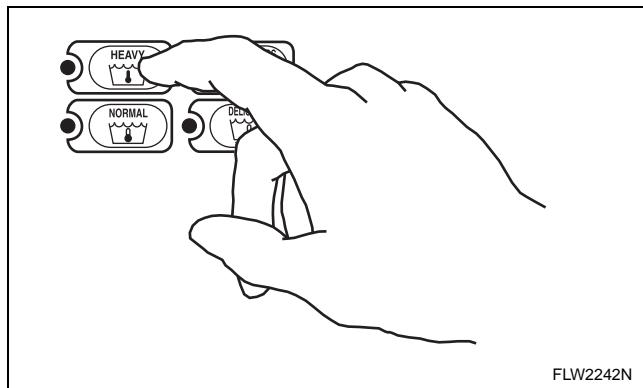


Figure 18

### Step 5: Insert Coin(s), if Necessary

Insert coin(s) in coin slot. Check pricing as seen on digital display.

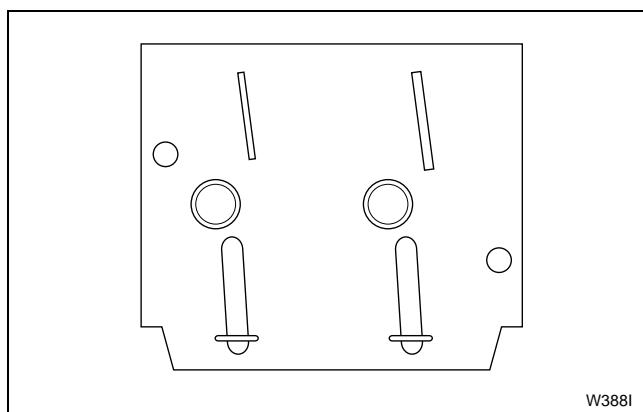


Figure 19

## Step 6: Start Washer

After vend price has been satisfied, push the **START** pad. DOOR MUST BE CLOSED TO START WASHER.

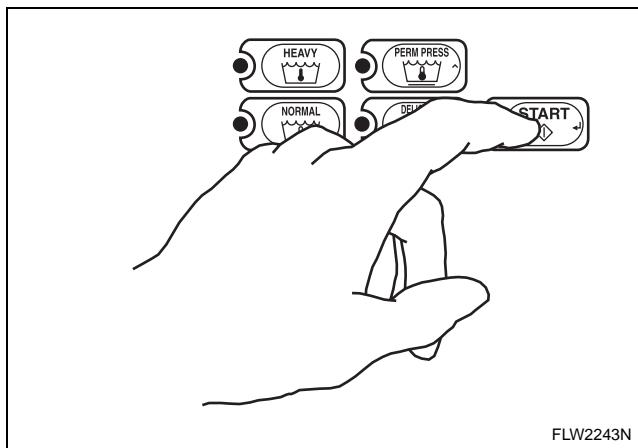


Figure 20

## Indicator Lights

### WASH

**WASH** is lit at the beginning of a wash cycle and will remain lit until the wash cycle is complete.

### RINSE

**RINSE** is lit at the beginning of all RINSE cycles and will remain lit until the rinse cycle is complete.

### SPIN

**SPIN** is lit for all spin cycles.

### DOOR LOCKED

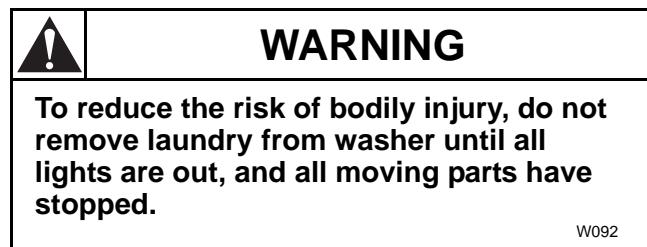
**DOOR LOCKED** is lit whenever the door is locked. The door cannot be opened when this light is on.

### START

**START** flashes one second on and one second off when the full vend price has been satisfied.

**IMPORTANT:** If washer fails to operate properly after installation, make sure electrical service and water supply faucets are turned on. Are all the controls properly set? Have a qualified service person refer to the wiring diagram (located inside of washer control cabinet) and check for broken, loose or incorrect wiring.

**NOTE:** Once a cycle has started, the door can only be opened by first unplugging the power cord and waiting one minute.



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# Maintenance

## User-Maintenance Instructions

### Lubrication

All moving parts are sealed in a permanent supply of lubricant or are equipped with oilless bearings. Additional lubrication will not be necessary.

Do not lubricate the door hinge. If the hinge makes noise, replace the hinge.

### Cold Weather Care

If the washer is delivered on a cold day (below freezing), or is stored in an unheated room or area during the cold months, do not attempt to operate it until the washer has had a chance to warm up.

### Care of Your Washer

Use only a damp or sudsy cloth for cleaning the control panel. Some cleaning product sprays may harm the finish on the control panel or damage the interior.

Wipe the washer cabinet as needed. If detergent, bleach or other washing products are spilled on the cabinet, wipe immediately. Some products will cause permanent damage if spilled on the cabinet.

Do not use scouring pads or abrasive cleansers.

The wash drum will need no particular care although it may need rinsing or wiping after an unusual load has been washed.

The outside of the door window can be cleaned with household window cleaner.

Running an occasional rinse cycle with bleach will help to avoid a musty smell in the wash drum.

### Cleaning Glass Sealing Area

In order to assure that the door properly seals against water leaks, the following surfaces should be wiped off periodically:

- The outside perimeter of the door glass where the seal contacts the glass
- The front surface of the door seal lip

Usually a mild soap solution will work. If there is an extreme build-up of minerals from a hard water supply, the surfaces may need to be cleaned with a lime removal chemical.

### Replacing Hoses

Hoses and other natural rubber parts deteriorate after extended use. Hoses may develop cracks, blisters or material wear from the temperature and constant high pressure they are subjected to.

All hoses should be checked on a monthly basis for any visible signs of deterioration. Any hose showing the signs of deterioration listed above should be replaced immediately. All hoses should be replaced every five years.

### Filter Screens

Check the filter screens in the fill hoses for debris or damage annually. Clean or replace them if necessary.

If the washer is filling with water slower than normal, check the filter screens. Clean or replace them if necessary.

Order filter screen Part No. F270300 from the nearest authorized parts distributor.

### Vacations and Extended Non-Use

**IMPORTANT: To avoid possible property damage due to flooding, turn off the water supply to the washer whenever there will be an extended period of non-use.**

Leave the loading door open during extended periods of non-use to allow the wash drum to dry out and avoid a musty smell.

## Reinstallation of Shipping Materials

To prevent damage while moving the washer, the shipping materials MUST be reinstalled.

- Disconnect washer from electrical supply.
- While supporting the front access panel, remove two screws from the bottom edge of the panel.
- Gently lower the panel to remove it from the washer.
- Place the shock sleeves on all four shock absorbers. Refer to *Figure 21*.
- Insert hooked end of shipping brace into the open slot of the motor mount. Refer to *Figure 21*.
- Attach the brace with the five bolts and washers. Refer to *Figure 21*.
- Reinstall front access panel.

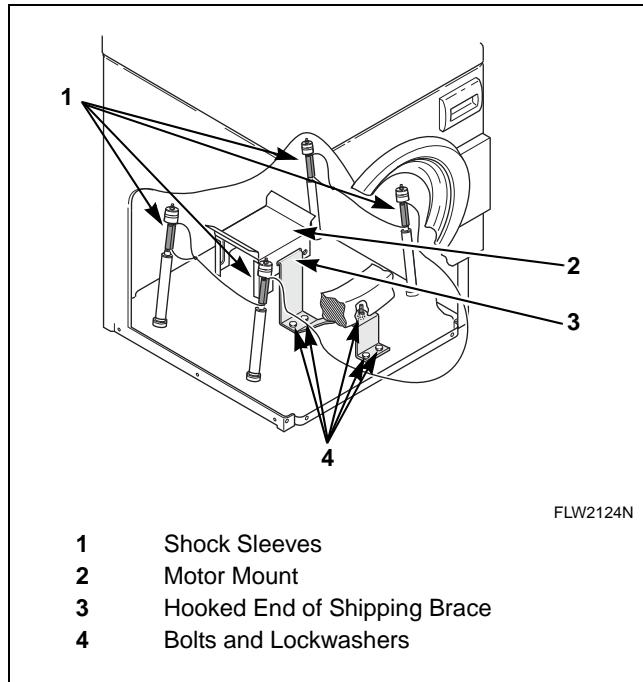


Figure 21

Refer to **Installation** section, step 5 for proper procedures whenever the washer is moved.

## Cleaning Foreign Object Trap

The washer's pump has a trap that may collect foreign objects. The trap may need to be cleaned if water is draining slower than usual. To clean:

- Disconnect washer from electrical supply.
- While supporting the front access panel, remove two screws from the bottom edge of the panel.
- Gently lower the panel to remove it from the washer.

**NOTE: The pump may have some water in it. Use a rag or a container to catch water. If the wash drum is full of water, use a wet/dry shop vacuum to catch the water.**

- With rag or vacuum ready, unscrew the cap on the left side of the pump and remove trap.
- Clean the debris from the trap.
- Reinstall the trap and access panel.
- Reconnect washer to electrical supply.

# Troubleshooting

Try these troubleshooting tips before making a service call. They may save you time and money.

Washer Symptom	Possible Cause/Solution
<b>Won't Fill</b>	<ul style="list-style-type: none"> <li>• Make sure washer is connected to electrical power.</li> <li>• Make sure hot and cold water faucets are turned on.</li> <li>• Make sure that the fill hoses are not kinked or twisted.</li> <li>• Press START keypad.</li> <li>• Make sure that the controls are properly set.</li> <li>• Make sure that the loading door is closed tightly.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Clean the screens in the water mixing valve and the filter screens located at the faucet end of the fill hoses.</li> </ul>
<b>Won't Start</b>	<ul style="list-style-type: none"> <li>• Make sure loading door is closed tightly.</li> <li>• Press START keypad.</li> <li>• Make sure washer is connected to electrical power.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Insert coin(s) or card.</li> <li>• Make sure door latch is properly adjusted relative to door lock.</li> </ul>
<b>Won't Spin/Tumble</b>	<ul style="list-style-type: none"> <li>• Make sure loading door is closed tightly.</li> <li>• Press START keypad.</li> <li>• Make sure washer is connected to electrical power.</li> <li>• Make sure controls are properly set.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Broken drive belt. Call the service person.</li> <li>• Foreign object trap in pump may be clogged. Clean the trap. Refer to <b>Maintenance</b> section.</li> </ul>
<b>Stops/Pauses During Cycle</b>	<ul style="list-style-type: none"> <li>• Pauses are part of the washer's normal operation.</li> <li>• Wash load may be unbalanced. Washer will stop and then restart spin automatically.</li> <li>• Check the laundry room fuse or circuit breaker.</li> </ul>
<b>Won't Drain</b>	<ul style="list-style-type: none"> <li>• Make sure drain hose is not kinked or twisted.</li> <li>• Make sure drain hose is not clogged.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Refer to the <b>Installation</b> section to make sure that the drain hose has been properly installed.</li> <li>• Foreign object trap in pump may be clogged. Clean the trap. Refer to <b>Maintenance</b> section.</li> </ul>
<b>Water Leaks</b>	<ul style="list-style-type: none"> <li>• Check that fill hoses are properly installed on the faucets and the washer's water mixing valve.</li> <li>• Check the condition of the fill hoses. Replace fill hoses every five years.</li> <li>• Check the condition of the rubber door gasket for tears or holes.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Check building plumbing.</li> <li>• Laundry load may be oversudsing or overloaded. Make sure you are using low-sudsing, high efficiency (HE) detergent and proper load sizes.</li> <li>• Make sure outside perimeter of the door glass where seal contacts glass is clean.</li> </ul>
<b>Too Many Soap Suds</b>	<ul style="list-style-type: none"> <li>• Laundry load may be oversudsing. Make sure you are using low sudsing, high efficiency (HE) detergent.</li> <li>• Make sure you are using the amount of detergent recommended on the detergent's label. If using non-HE detergent, use only 1/2 of the detergent manufacturer's recommended amount.</li> <li>• Laundry load may be overloaded. Make sure you are using proper load sizes.</li> </ul>

Washer Symptom	Possible Cause/Solution
<b>Vibrates/Moves Slightly</b>	<ul style="list-style-type: none"> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• Make sure washer is installed on a solid, sturdy and level floor. The washer should not be installed on carpeting, soft tile, a platform or other weakly supported structures.</li> <li>• Make sure rubber feet are installed on all four leveling legs. Refer to <b>Installation</b> section, step 4.</li> </ul>
<b>Is Noisy</b>	<ul style="list-style-type: none"> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• Some sounds may be a part of normal operation for a frontload washer.</li> </ul>
<b>Load is too Wet</b>	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. The washer may have limited the spin speed to prevent damage to the machine. Redistribute the load.</li> <li>• Load is too small. Add items to make full load.</li> </ul>
<b>Wrong Water Temperature</b>	<ul style="list-style-type: none"> <li>• Make sure that the controls are properly set.</li> <li>• Check fill hoses. Make sure hot faucet hose is connected to hot mixing valve (indicated with "H" on the valve bracket) and cold faucet is connected to cold mixing valve (indicated with "C" on the valve bracket).</li> <li>• Make sure laundry room water heater is adjusted properly.</li> </ul>

# Contact Information

If service is required, contact the nearest Factory Authorized Service Center.

If you are unable to locate an authorized service center or are unsatisfied with the service performed on your unit, contact:

**Alliance Laundry Systems**  
Shepard Street  
P.O. Box 990  
Ripon, WI 54971-0990  
U.S.A.  
[www.comlaundry.com](http://www.comlaundry.com)  
Phone: +1 (920) 748-3121

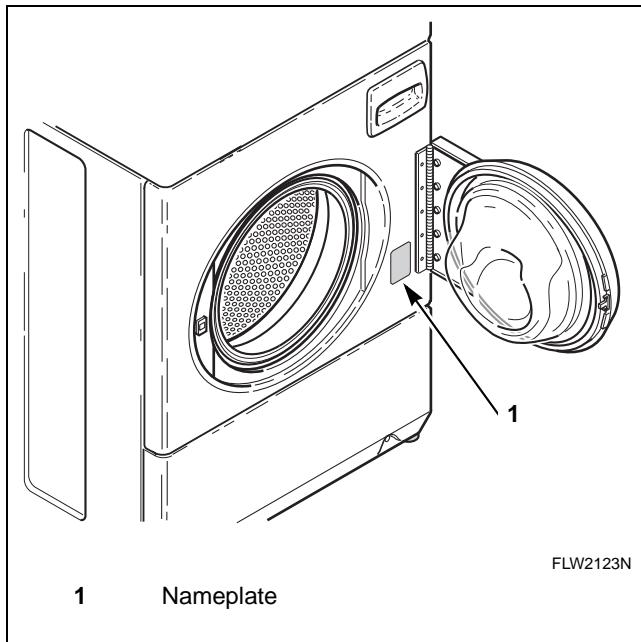


Figure 22

When calling or writing about your unit, PLEASE GIVE THE MODEL AND SERIAL NUMBERS. The model and serial numbers are located on the nameplate. The nameplate will be in the location shown in *Figure 22*.

Date Purchased \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Please include a copy of your bill of sale and any service receipts you have.



## WARNING

**To reduce the risk of serious injury or death, DO NOT repair or replace any part of the unit or attempt any servicing unless specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand and have the skills to carry out.**

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If replacement parts are required, contact the source from where you purchased your washer or call +1 (920) 748-3950 for the name and address of the nearest authorized parts distributor.



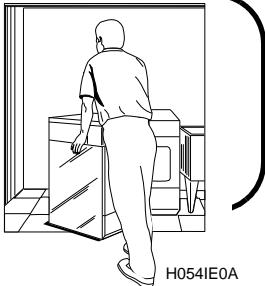
# Installer Checklist

## Fast Track for Installing the Washer

(Refer to the manual for more detailed information)

1

- Position Washer Near Installation Area.

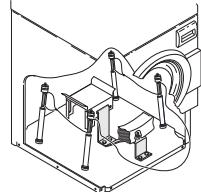


H054IE0A

CHECK

5

- Remove the Shock Sleeves and Shipping Brace.

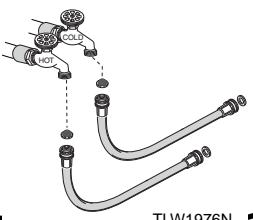


FLW2124N

CHECK

2

- Connect Fill Hoses.

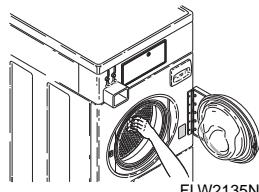


TLW1976N

CHECK

6

- Wipe Out Inside of Wash Drum.

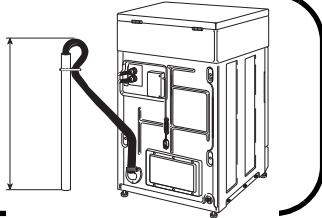


FLW2135N

CHECK

3

- Connect Drain Hose to Drain Receptacle.

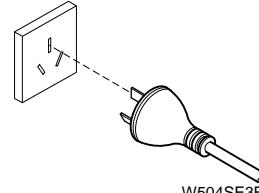


FLW1983N

CHECK

7

- Connect the Washer to Electrical Power Source.

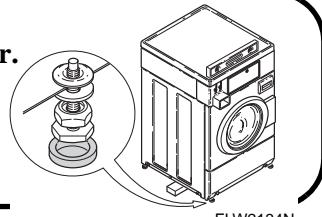


W504SE3B

CHECK

4

- Position and Level the Washer.



FLW2134N

CHECK